

FlexForce FAQs

What is FlexForce?

Let's answer this with some questions. Do you have technology equipment that sometimes needs repair? Does your IT team have more projects than people to complete them? Do you have vacations to cover in your IT department? What about new equipment that needs to be installed or moved from one office location to another?

You can use FlexForce to solve all these and more.

FlexForce is BLM Technologies' team of on-demand, highly specialized, on-site repair, maintenance, and IT services technicians. This team consists of thousands of qualified technicians located throughout the United States. They're dedicated to solving repair, staffing, moving, installation, or project management challenges for all of your IT and equipment needs.

Why do I need FlexForce?

The fact is, your technology equipment breaks. And when this happens, you immediately begin to lose valuable time and money, not to mention brand value and customer satisfaction. FlexForce offers you a reliable solution that is on-demand—which is critical when your most important hardware isn't performing. We have thousands of vetted technicians ready to fix your toughest IT issues quickly, so your business can get back on track fast.

How fast can BLM's FlexForce team service my broken equipment or IT issue?

In as little as four hours, we can dispatch the right technician (or team of technicians) to your location. FlexForce certified technicians and technology mechanics are located all over the country, ready to tackle a variety of challenges for you with professionalism and expert customer service.

What types of equipment can you repair?

The list is long. Our technicians can repair computers, printers, servers, payment hardware, transaction hardware, check scanners, receipt printers and a variety of other hardware. They are certified for the most popular names in technology equipment (brands such as HP, Epson, Canon, Lexmark, and many more!) And we can do it fast, saving you critical downtime that can cost you money and customers.

Can you handle IT issues?

Absolutely! We deploy fully-vetted, extremely qualified technicians to your location to solve issues with data storage, security, network malfunction, and more. Our technicians go through a rigorous on-boarding process to ensure they are fluent in a variety of hardware, software and technology challenges.

What about project management?

We've got this one. Not every need is an emergency. Our FlexForce team can manage the day-to-day challenges of your toughest projects with certified project managers. We can lead initiatives such as digital signage installation, banking hardware installation, software implementation, new technology deployments, office relocations, equipment refreshes, and many other projects. Our support is seamless, budget-friendly and extremely competent. And we serve some of the industry's largest known brands - including two of the world's top five biggest companies.

Can you provide IT staffing?

We sure can. We can provide you with temporary IT staff to fill a specialized position as you complete a one-time project or short-term task. Or, when your best, hardest-working employees are on vacation, FlexForce can provide you with fully qualified personnel who can step right into any IT position on your team. Whatever your need, we have the team to fill it!

Do you provide moving and IT relocation services?

Yes! Moves are tough on any business, especially when it comes to IT hardware and equipment. The FlexForce team has seasoned professionals who can safely uninstall, transport and reinstall your most important hardware and equipment, giving you peace-of-mind when your valuable assets are being moved. Complex wiring, sensitive equipment and other challenges are handled with knowledge and care, so your relocation is the easiest part of opening a new office or moving to a new location.

Is FlexForce available in my area?

Highly likely. We have more than 100,000 technicians located in all 50 states. That means we can usually deploy a technician to your area in as little as four hours! Find out about your area by calling **1-888-287-4186**.

Do you offer long-term solutions?

Yes! We understand that some companies have so much equipment and hardware that the occasional emergency is actually a weekly or even daily occurrence. We provide service plans that offer the same on-demand options packaged in a customized monthly plan that includes set hours and other benefits. **Contact us at 1-888-287-4186** to learn more about creating a long-term solution for your IT needs.

How are your technicians vetted and checked?

Great question! We have served the banking and financial industry for more than 40 years - and we can't think of an industry with stricter security standards - well, except for our standards! FlexForce technicians undergo a rigorous onboarding process to ensure they are qualified in their chosen field. Additionally, they receive access to continuing education related to today's rapidly innovating technology.

Looking for more Information?

If you don't find the answer you are looking for on our site, blog or here in the FAQs please contact us for further help.